

## County Durham Care Partnership

[Upbeat positive pop music is played for the duration of the video.]

[Text: The innovative County Durham Care Partnership (logo) is powered by people. By working together, we benefit from all our skills and use our collective resources more efficiently. This makes the system easier for everyone to access bringing about faster improvements in care.]

[Video clips: NHS County Durham logo. Sign "Welcome to University Hospital of North Durham, County Durham and Darlington Acute Hospitals NHS Trust". Woman walking in front of main entrance to hospital.]

[Lesley Jeavons, Director of Integrated Community Services, Integrated Community Care Partnership] I think Durham is further ahead than lots of places because of its ambition and its can do attitude.

[Video clips: External view of Emergency Department and Urgent Treatment Centre. External view of Outpatients Department. Doctors and nurses talking on hospital ward. Paramedics in hospital. Nurse helping older man walk through hospital.]

[Dr Jenny Steel, GP and Medical Director for Community Services County Durham and Darlington NHS Foundation Trust] We are different, we are proud to be different the ability of us to really work collectively to understand the importance of those relationships and that's what makes, I think, coming to work here a real opportunity. The people is what really makes it though.

[Video clips: Nurse helping older man walk through hospital. Paramedics walking quickly through hospital. Two hospital staff walking down corridor in hospital. Person walking down corridor in hospital. Nurse walking outside. Older woman walking down corridor in hospital. Dr Stewart Findlay walking into a room.]

[Dr Stewart Findlay, Chief Officer, Durham Clinical Commissioning Groups.] The people are fantastic here, a very practical population.

[Unidentified] Well it's about the people, it's about County Durham as a whole, the place, because we are so diverse it's so spread out.

[Dr Stewart Findlay] We still have a family attitude and a community spirit in County Durham that you perhaps don't see in other places.

[Video clips: Dr Rushi Mudalagiri consulting with female patient. Busy street in Durham. Ariel shot of Durham Cathedral. External shots of Durham Cathedral. Shot with camera moving up a river toward a waterfall. Shot of waterfall with people walking next to it. Ariel shot of river.]

[Dr Rushi Mudalagiri, Lead GP, Bevan Medical Group, Locality Lead, Durham Dales, Easington and Sedgfield Clinical Commissioning Group] People are incredibly friendly, willing to engage with one another and you do feel much more welcome. The cost of living is a lot lower, you can get a lot more for your money and your quality of life is better in the North East. I think the North East has a lot more to offer that people don't realise.

[Video clips: Nurse looking through binder. Nurse working at a station in ward. Doctors at station in a ward talking to an older man.]

[Lesley Jeavons] It's the best service in the country as far as we are concerned. It's got a long tradition, I think, of recognising that teams provide better outcomes. So, the fact that we want to

embrace the skills and experience of our front-line staff, and to have a self-determined service with staff, who are influential is a real positive.

[Video clips: Simon Owens entering a room. Simon Owens talking to a female member of staff.]

[Simon Owens, Consultant Social Worker, Adult and Health Services (Mental Health), Durham County Council] Working with my health colleagues is important for me. Because it means that I am able to offer my service users the best of both worlds and that is always important.

[Jane Robinson, Corporate Director of Adult and Health Services, Durham Council] It is that continuous improvement. Knowing that actually even if things are good they could be better. Because that makes lives better for people, and that is the kind of thing that really motivates me to do well and do the best I can.

[Video clips: Community nurse driving a car, getting out of car, walking down street.]

[Debra Robey, Director, Crescent Homecare] It's all about the care that you deliver and, you know, seeing, making somebody smile that's enough thanks every day.

[Video clips: Dr Stewart Findlay walking along corridor. Dr Stewart Findlay talking to female member of staff.]

[Dr Stewart Findlay] I have had many GP's come up to me and say that this is one of the best things that has ever happened. They really enjoy the integration and they really enjoy working more closely with their community staff.

[Noel Scanlon, Executive Director of Nursing, County Durham and Darlington NHS Foundation Trust] One of the great privileges I have is the opportunity to go out into the community and spend some time with our district nurses, and I can see for myself exactly the kind of care that they offer. What is very pleasing to me is to see how joined up that care is.

[Video clips: Noel Scanlon walking along corridor and talking to hospital staff. Nurses talking to a patient sitting in a chair. Nurses supporting an older man to walk and access a wheelchair.]

[Dr Rushi Mudalagiri] It's very interesting hearing that other localities don't have this degree of integration and this degree of direct communication. And I think it is the openness, it's the friendliness, it's actually the desire to make things better, and actually the willingness to work closely together. It's a privilege to be on that board.

[Video clips: Staff at board meeting.]

[Sue Jacques, Chief Executive, County Durham and Darlington NHS Foundation Trust] I can't put into words what an amazing place it is. If you haven't been here come up, and see the people, and meet the teams that are doing this extraordinary work. And it will be an investment well worth your while, because you will get so many ideas that you will be able to take back to where ever you come from.

[Video clips: Blind woman walking through Durham centre and interacting with male and female healthcare staff.]

[Text: Be part of it. (County Durham Integrated Community Care logo)]

[Text: This is Durham. Powered by People. [Durhampoweredbypeople.co.uk](http://Durhampoweredbypeople.co.uk) ]